



Demand Service Pools At Ames Research Center



What are Demand Service Pools

- Demand Service Pools (DSPs) serve as the procurement method for obtaining civil service and vendor support to provide **on demand** services to Center Organizations and Programs.
- DSPs receive an annual budget for overhead expenses only
 - Part of the CM&O budget taken from Programs at HQ level
- All direct costs for support will be directly charged to the Organization's WBS
 - Civil Service Support – customer's WBS will be used directly in WebTads
 - Vendor Support – customer's WBS will be used directly on the procurement document (either a purchase request or bank card) in SAP
- Once funds have been obligated, no refunds will be issued
- Unutilized capacity represents a lien on Center Resources

Direct Citing

Customer
needs
service or
product



Service
Request is
written



DSPs provide a
service/product using
customer's WBS

Labor (FTE's)

Contracts
(PO's/CCR's)

PCards
(Bankcards)

Service/Product

When do Funds Commit, Obligate, and Cost?

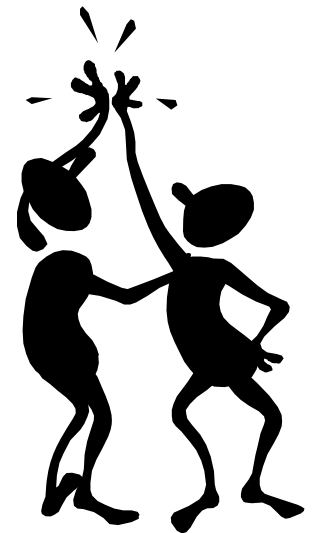
No Work will begin until the DSPs receive authorization from the appropriate approving official. Then One of the following procurement methods will be utilized by the DSPs

- Contracts and Purchase Orders:
 - Commits
 - Purchase Request (PR) is entered and saved into SAP system by the DSP
 - Obligates
 - Procurement creates a Purchase Order (PO) in Contract Management Module (CMM) then it returns to SAP
 - Costs
 - Contract - cost data reported by the contractor 533 is entered into SAP through the CCR process by the DSP
 - Purchase Orders - an invoice for service/product is received; the manual accrual process is done in SAP by Finance



When do Funds Commit, Obligate, and Cost?

- Pcard:
 - Commits
 - A DSP Bank card holder enters information into the Pcard extension
 - Obligates and Costs
 - Service is provided or product received
 - Reconciliation of bank card is completed by the DSP
- Civil Service Labor:
 - Commits, Obligates, and Costs
 - DSP Civil Service personnel enters WBS into WEBtads.
 - At the end of the pay period, the WEBtads personnel file is uploaded



Why Use Demand Service Pools and Direct Citing?

- **Demand Service Pools vs. Outside Support?**
 - Centralized group of common services and technical expertise at the Center
 - Experts on NASA requirements
 - Faster turn around time on services provided than outside vendors
 - Reduces burden on procurement office
- **Direct Cite vs. Assessment Cycles**
 - Keeps money in the hands of programs/projects until specific needs are identified
 - Services are available on demand
 - Commit/Obligation/Cost faster
 - HQ Mandate



Current Demand Service Pools

ServE – Systems Engineering Services

ServM – Manufacturing and Fabrication Services

ServI – Interactive Computer Systems Services

ServF – Facilities Maintenance and Engineering/Construction Services

Logistics and Reproduction Services

Code Q Services

Code EX Services

Systems Engineering Services (SERVE)

Services to the Center include:

Systems Engineering

Engineering Design & Analysis:

- Mechanical
- Electrical/Electronics
- Controls
- Embedded Software
- Structural Analysis
- Fracture Mechanics
- Acoustics

Testing:

- Structural & Fatigue testing
- Environmental testing
- Calibration

Points of Contact:

Resources Manager: Sandra Ramirez, ext. 4-4006

Technical Manager:

Code RE – Kim Wagenbach, ext. 4-5479

Julie Mikula ext. 4-3865

Code REM – Rebecca Averill, ext. 4-4089

Code REE – Bill Caldwell, ext. 4-4093

Rates:

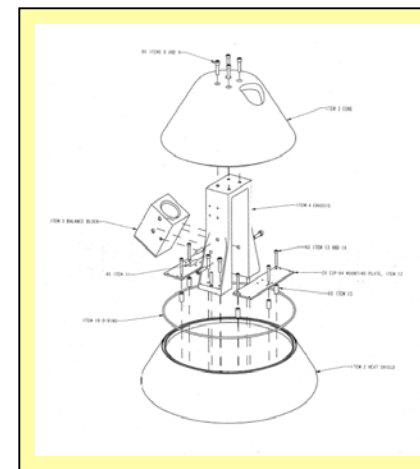
Actual CS labor rate, or contract cost for service provided

No overhead rate

Send Specifications to:

serve@mail.arc.nasa.gov

mail stop 213-6 attention SERVE



Manufacturing Services (SERVM)

Services to the Center include:

Advanced Composites & Metals Development (Code RMF)

- Sheet metal fabrication
- Structural fabrication
- Non-Metallic's fabrication

Developmental machining and Electromechanical Instrumentation (Code RMX)

- Developmental Machining
- Mechanical instrument development
- Electronic prototyping

Points of Contact:

Resources Manager: Annalisa Ludwig, ext. 4-6113

Technical Managers:

RMF - David Ackard, ext. 4-5329

RMX - Michael Frediani, ext. 4-0700

Rates:

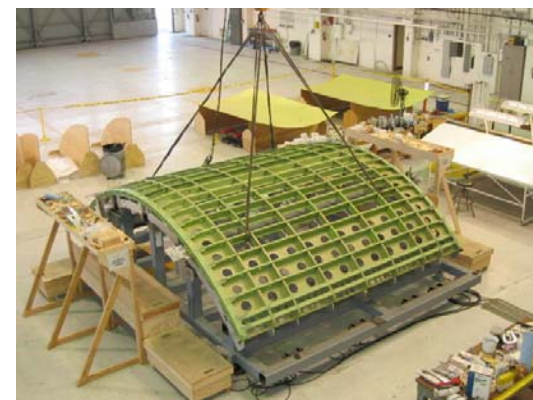
Actual CS labor rate plus materials
used for service provided

No overhead rate

Send SR's to:

servm@mail.arc.nasa.gov

mail stop 213-6 attention SERVVM



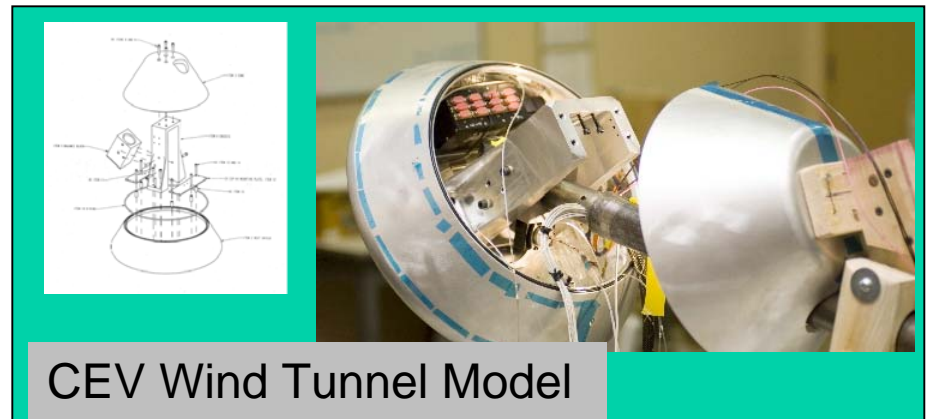
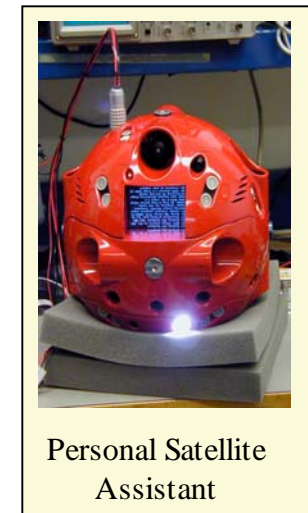
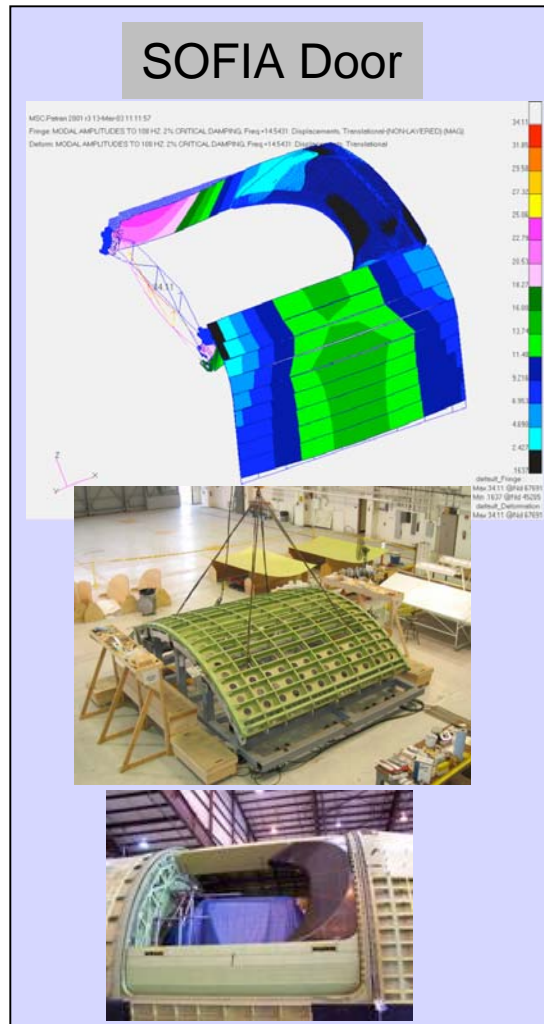
Engineering/Manufacturing working together



**Sunphotometer
Instrument**



**Argus Airborne
Atmospheric
Instrument**



IT Purchases (SERVI)

Services to the Center include:

Procurement Items:

- Hardware and Software
- Peripherals
- Items in the ODIN catalog (excluding seats)

Rates:

Actual procurement cost for IT item

No overhead rate

Send SR's to:

servi@mail.arc.nasa.gov

mail stop 233-15 attention SERVI

Points of Contact:

Help Desk: 4-2000

Resources Manager: Veny Jubilo, ext. 4-5260

Technical Manager: Jackie Galvea, ext. 4-2288



Facilities Work (SERVF)

Services to the Center include:

Facilities Maintenance (Code RCM)

- Repairs costing more than \$2K
 - Unplanned/emergency building repairs
 - Discretionary building repairs/upgrades
- Locksmith support
- Pest Control
- Landscaping

Facilities Engineering and Construction (Code RCE)

- Facility Design and Construction
- Construction Administration/Inspection
- Engineering Document Center/GIS
- Engineering Analysis
- Configuration Management

Points of Contact:

Trouble Desk: 4-5212

Resources Manager:

Code RCM - Annalisa Ludwig, ext. 4-6113

Code RCE - Yvonne Do, ext. 4-0908

Technical Manager:

Code RCM – Steve Frankel ext. 4-4214

Code RCE – Peter Chan ext. 4-6180

Rates:

Actual contract cost for service provided

No overhead rate

Send SR's to:

servf@mail.arc.nasa.gov

mail stop 213-6 attention SERV F



Others using the Service Request Form

Logistics and Reproduction

Services to the Center include:

- Physical moves
- Additional Janitorial and Refuse support
- Excess property removal
- Special events/set up
- GSA vehicle lease
- Printing & Reproduction
- Graphics & Exhibits
- Transportation, shuttle bus services

Points of Contact:

Resource:

Logistics: Marina Laroya, ext. 4-2769

Technical Managers:

Logistics: Kelly James, ext. 4-5140

Reproduction: John Adams, 4-5828

GSA Vehicle: Marina Laroya, ext. 4-2769

Rates:

Actual contract cost for service provided

No overhead rate

Send SR's to:

Logistics - logistics@mail.arc.nasa.gov mail stop 255-1

Graphics – graphics@mail.arc.nasa.gov mail stop 220-17

Repro. - repro@mail.arc.nasa.gov mail stop 220-17

Photo - mail stop 220-17 attention Karen Moze



Code Q

Services to the Center include:

- Safety Reliability and Mission Assurance
- Systems safety
- Hazardous waste disposal/removal
- Center mandated physical exams
- Contractor work related exams

Points of Contact:

Resource:

Code Q: Joe Shields, ext. 4-0394

Technical Managers:

Code QS: Koushik Datta, ext. 4-2195

Code QH: Stan Phillips, ext. 4-3530

Code QE: Dan Winningham ext. 4-0927

Rates:

- Actual contract cost for service provided
- No overhead rate

Send SR's to:

Code Q - sema@mail.arc.nasa.gov mail stop 218-6

Contractor Health Unit Exams-

health unit@mail.arc.nasa.gov mail stop 215-8



Code EX

Services to the Center include:

Video & Audio

- Science documentation
- Full design and production services for outreach projects
- Public affairs coverage for broadcast distribution
- NASA TV support
- Archiving

Audio/Visual

- Audio
- Projection
- Videotaping services for N201 Auditorium
- Videotaping services for other locations as needed

ViTS Teleconferencing

- Operation and scheduling ViTS room in N203

Photo

- Outreach illustration
- Scientific and technical
- Photojournalism
- Architectural

Rates:

- Video & Audio – No charge unless Rush or special equipment needed
- Audio/Visual – No charge under most circumstance in N201. Special “rush” or set-ups outside N201 may involve an actual cost to customers
- ViTS Teleconferencing – No charge
- Photo – No charge

Send SR's to:

Mail stop 241-14

Points of Contact:

Technical Managers:

Video: Ed Schilling, ext. 4-1307

Photo: Tom Trower, ext. 4-2397



Ames Research Center

in Silicon Valley

**The Form can be found
on the Ames Electronic
Forms System;
<http://aefts.arc.nasa.gov>**

[illegible]

The HELP button has directions on:

How to fill out a SR

How to submit it electronically

Who needs to sign it

You must have:
Responsible Resource
and Technical
Manager signatures

Estimation and SR Modification

- DSP will contact the customer after receipt of the SR to discuss the statement of work
- An estimate will be submitted for approval prior to work starting
- If an estimate adjustment must be made due to scope change or unidentified issues a SR Modification (ARC 74) will be created by the Demand Service Pool and electronically submitted for signature.

National Aeronautics and Space Administration		RECEIVING ORGANIZATION		Ames Research Center	
LOG NUMBER		PROJECT ID		NOTE	
REQUESTER E-MAIL ydo@mail.arc.nasa.gov	REQUESTER NAME Do, Yvonne	TELEPHONE 4-0908	LOCATION JSC/1110 - 1V23 712.6	ORIGINAL CODE RCE	ORIGINAL SERIAL NUMBER 123
SUBMIT TO jitgraphics@mail.arc.nasa.gov	REQUEST DATE	BRIEF DESCRIPTION OF WORK REQUIRED Make Copies			
<input type="checkbox"/> ADDITIONAL FUNDS REQUIRED FOR:		<input type="checkbox"/> INSUFFICIENT FUNDS WERE AVAILABLE ON THE ORIGINAL VBS. PLEASE PROVIDE ADDITIONAL FUNDING ABOVE.			
<p>REVISED ESTIMATE \$500.00</p> <p>CURRENT FUNDING \$100.00 ORIGINAL VBS Multiple</p> <p>REQUIRED FUNDING \$400.00</p> <p>PLEASE SUBMIT REQUIRED FUNDING BY 6/7/2007 OR WORK WILL BE STOPPED.</p>					
PLEASE REVIEW AND PROVIDE NECESSARY FUNDING. FORWARD TO RESPONSIBLE RESOURCE PERSON FOR APPROVAL					
COST CENTER	VBS ELEMENT	FUND	FUNDED PROGRAM	AMOUNT OR %	MATERIAL GROUP
21RCE					
21RCE					
21RCE					
21RCE					
21RCE					
21RCE					
21RCE					
21RCE					
APPROVALS					
RESPONSIBLE RESOURCE E-MAIL j@mail.arc.nasa.gov	NAME	TELEPHONE	LOCATION	SIGNATURE	
ARC 74 (APR 2007)					

- The DSP will fill in the shaded fields and submit a new estimate to the Customer

- The customer must input the new funding information for the Required Funding
- Receive the Responsible Resource Signature
- Return to the DSP prior to the date or work will be stopped

DSPs are here to Help

- Each DSP has:
 - Civil servant and contract experts in their perspective fields
 - Procurement officers to assist with IT purchases, facilities demands, and more
- DSPs are an extra tool to assist the Center in developing and defining program requirements
- Get a DSP involved early to assist in all aspects of a project from Engineering to Manufacturing



Contact Numbers

SERVE

email: serve@mail.arc.nasa.gov Mail Stop: 213-6
 Resources Manager:
 Sandra Ramirez ext. 4-4006
 Technical Manager:
 Kim Wagenbach ext. 4-5479
 Julie Mikula ext. 4-3865
 Rebecca Averill ext. 4-4089
 Bill Caldwell ext. 4-4093

SERV M

email: servm@mail.arc.nasa.gov Mail Stop: 213-6
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 Annalisa Ludwig ext. 4-6113
 Technical Manager:
 David Ackard ext. 4-5329
 Michael Frediani ext. 4-0700

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email: servi@mail.arc.nasa.gov Mail Stop: 233-15
 Resources Manager:
 Veny Jubilo ext. 4-5260
 Technical Manager:
 Jackie Galvea ext. 4-2288
 Help Desk: ext. 4-2000

SERVF

email: servf@mail.arc.nasa.gov Mail Stop 213-6
 Resources Manager:
 Sherri Shore ext. 4-5217
 Technical Manager:
 Steve Frankel ext. 4-4214
 Peter Chan ext. 4-6180
 Trouble Desk: ext. 4-5212

Logistics/Reproduction

email: logistics@mail.arc.nasa.gov Mail Stop 255-1
 Resource Manager:
 Marina Laroya ext. 4-2769
 Technical Manager:
 Kelly James ext. 4-5140
 John Adams ext. 4-5828

Safety

email: sema@mail.arc.nasa.gov Mail Stop 218-6
 Resource:
 Joe Shields ext. 4-0394
 Technical Manager:
 Koushik Datta ext. 4-2195
 Stan Phillips ext. 4-3530
 Dan Winningham ext. 4-0927

Audio/Visual/Photo

Mail Stop 241-14
 Technical Manager:
 Ed Schilling ext. 4-1307
 Tom Trower ext. 4-2397



Where to get more information

Service Request Status:

SERVI web site - <http://centralsr.arc.nasa.gov/query.cfm>

SERVF, SERVVM, and Logistics web site - <http://servf21.arc.nasa.gov/>

CFO web site - <http://cfo.arc.nasa.gov/servicepools.html>

General Information:

Code JSL - http://jf.arc.nasa.gov/Ames_Only/jsl-Logistics.html

Code JT - <http://apptech.arc.nasa.gov/>

Code PF - <http://pf.arc.nasa.gov/index.html>

Code PH - <http://fm.arc.nasa.gov/>

Code Q - <http://q.arc.nasa.gov/>